

## **POSITION DESCRIPTION**

### **Diplomatic Post Office Supervisor**

#### **(Full-Time)**

The U.S. Mission in Kuwait is seeking an eligible and qualified applicant for the position of Diplomatic Post Office Supervisor (Full-Time).

#### **BASIC FUNCTION OF THE POSITION:**

The Diplomatic Post Office (DPO) Supervisor is responsible for overall management and administration of the DPO and Diplomatic Pouch programs at post. These responsibilities include overseeing a staff of three Mail Clerks, ensuring the regular dispatch of outgoing mail and pouch shipments, receipt and distribution of incoming mail and pouch shipments, and ensuring the proper transportation of mail and pouch between the Embassy, airport, and Camp Arifjan, including the secure handling of classified Diplomatic Pouch shipments. This position directly supervises two full-time LE Staff Mail Clerks and one part-time Eligible Family Member (EFM) Mail Clerk.

#### **DUTIES INCLUDE:**

##### **DPO Supervisory Duties**

1. Manages the overall operation and administration of the DPO and Diplomatic Pouch programs, including establishing and updating Standard Operating Procedures (SOPs) in accordance with United States Postal Service regulations and Department of State guidelines.
2. Supervises the EFM DPO Mail Clerk and two LE Staff Mail Clerks, providing work direction. Manages employee lifecycle and performance review process in consultation with the Information Program Officer (IPO) or IPO designate.
3. Oversees the logistical and accounting aspects of the DPO by ensuring all DPO staff fully utilizes the DPM module of the Integrated Logistics Management System.
4. Coordinates and schedules annual leave schedules to ensure DPO is effectively staffed; coordinates work assignments for special occasions (holiday mailing season, Ramadan, etc.).
5. Updates Embassy community on changes to DPO and Diplomatic Pouch procedures in coordination with IPO and Post management.
6. Advises IPO of any irregularities concerning the abuse of DPO or pouch privileges and assists the IPO in conducting investigations regarding suspected postal offenses.

### B. DPO Mail Operations

1. Processes incoming and outgoing mail for delivery to DPO customers.
2. Manages the registering and tracking of incoming and outgoing mail using the DPM module of the Integrated Logistics Management System.
3. Processes misdirected mail by returning to sender or forwarding to new addresses, as appropriate.
4. Assigns and manages mailbox receptacles; resets mailbox combinations as needed.
5. Transports DPO mail to and from the Postal Operations Division at Camp Arifjan, safeguarding mail at all times and reporting any irregularities to the IPO.

### C. Diplomatic Pouch Operations

1. Processes incoming and outgoing Diplomatic Pouch mail for delivery to Embassy customers.
2. Contacts recipients via email to arrange pick up; ensures signatures are received on delivery.
3. Coordinates delivery and receipt of Diplomatic Pouch, interfacing with Kuwaiti Customs, airport security, and airline officials.
4. Provides reports on Diplomatic Pouch operations to IPO as requested.
5. Serves as courier for classified Diplomatic Pouch exchange.

### D. Local, Courier, and Inter-Office Mail Operations

1. Receives local mail and courier deliveries from the Embassy front gate.
2. Screens all incoming mail for any suspicious parcels or envelopes, notifies IPO and RSO
3. Immediately if anything suspicious is identified, and takes appropriate action in accordance with security guidelines.
4. Records all courier mail, contacts receiving office, and obtains signatures.
5. Sorts all inter-office mail envelopes and packages into the appropriate section and unit mailboxes.

#### E. Customer Service

1. Staffs the DPO customer service desk as needed.
2. Provides support to customers using the United States Postal Service Click and Ship website.
3. Advises customers on the appropriate method of delivery for outgoing and incoming shipments based on regulations and customer needs.